metaswitch

Cloud Contact Center

Cloud Contact Center offers more functionality than traditional hardware at a fraction of the cost. Our Cloud Contact Center leverages the "cloud" model to deliver a customizable and easy touse call center solution. We provide you with the tools you need to enhance your customer experience and deliver world class support.

Increase Your Speed to Market and Revenue

Adopting Cloud Contact Center is painless and fast. You will have a state-ofthe-art contact center solution up and running in just a few weeks. Once you're up and running, capabilities such as Intelligent Skill-Based routing will enable you to connect callers to agents with the best skills to help them, allowing you to maximize every revenue opportunity.

Enhance Your Customer Loyalty

With over hundreds of reports at your disposal and the ability to create custom reports, you will be able to learn from your past customer interactions and determine why your customers are contacting you. This valuable information will allow you to predict customer behavior and plan accordingly, resulting in increasing customer loyalty.

Improve Agent Productivity

Increase your agent's ability to provide first call resolution by ensuring that every agent is following best practices for resolving any customer issue using our flexible work-flow agent scripting tools. More productive agents mean you can serve your customers more efficiently and reduce costs.
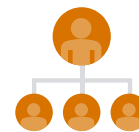
Features
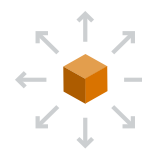
Scales to serve the largest contact centers

Cloud-hosted: network operators don't need to install anything
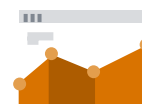
Cost-effective for network operators and their customers

Powerful functionality, including workforce management

Meets essential regulatory compliance standards like HIPAA

Dashboards and analytics optimize agent performance

Technology You Can Trust

Cloud Contact Center can provide the reliability and security you require for mission-critical business applications. Our dedicated team ensures industry leading standards for security, availability, and reliability. We have around-the-clock network monitoring and geographically dispersed data centers that ensure 100% availability.

Cloud Contact Center delivers flexibility. Get the latest features and functionality without the hassle of costly software and hardware upgrades. Your contact center software is set to update automatically at no cost to you. In addition, our fee structure means that you only pay for what you use. Now you can easily increase or decrease agent seats depending on your business needs.

Industry Insight

Today's contact centers are under pressure to contribute significantly to top-line revenue and bottom-line profit. Loudhouse research found 69% of strategic decision makers within the US believe the contact center is a "business-critical revenue generator" and that contact centers can deliver increased revenue per transaction and better returns on marketing investment through improved conversion rates, up-selling and cross-selling.

Find out how cloud contact center can make your business more productive email sales@metaswitch.com

Capabilities Include

Multi-skill Routing

Navigates through the callers in queue and efficiently directs them to the agent with the right skill set to help them. The system makes sure that all calls are always routed to the best available agents with highest proficiency.

Call Recording (With Agent Notes)

Your agents and managers can review any call any time to ensure that they are following your company's quality standards.

Live Monitor, Whisper, Barge-in

With Live Monitor, you can monitor live agents and customer interactions. You will be able to see the real-time status of your call center agent, queues, IVRs and more.

Agent & Web Chat

Allow your agents and supervisors to communicate with each other without putting callers on hold, resulting in a faster and more efficient call resolution. Plus supervisors will have the ability to broadcast important updates to multiple agents simultaneously.

Real-time Stat Display & Wallboard

Monitor status of your queues quickly and efficiently to make sure you are meeting your service level standards. With Wallboards, your team can view the overall performance of the entire contact center and be aware of the service goals.

Real-time Graphical Dashboard

Monitor crucial call center metrics and track agent performance in real-time. Now you will valuable insights at your fingertips that will enable you to make decision resulting in improving customer service.

Custom Multi-level Dispositions

Get detailed data regarding the customer's call and track the outcome of the call from start to finish. This powerful feature will enable you to aggregate data into actionable insights.

Detailed Call & Agent Statistics

Manage and improve agent performance by using real-time performance data. Your call center managers will have all the detailed statistics needed to track agent efficiency as well as queue efficiency.